



CITY OF ATLANTA
DEPARTMENT OF PUBLIC WORKS



Prepared for Transportation Committee FY19Q4 Quarterly Report

Presented October 16, 2019

MAYOR KEISHA LANCE BOTTOMS

JAMES A. JACKSON JR., COMMISSIONER

DALE FAMBROUGH, INTERIM DEPUTY COMMISSIONER





DEPARTMENT OF PUBLIC WORKS

Office of Transportation





PROJECT OF THE YEAR AWARD

Project of the Year Award for Northside Drive Pedestrian Bridge



- DPW Bridge Engineer Michael Ayo was the recipient of the Project of the Year 2019 Award for for the North Side Drive Pedestrian Bridge.
- Award was given by American Public Works Association (APWA) GA Chapter for the \$5M-25M category
- Awarded in July at the APWA State Conference in Jekyll Island





OFFICE OF TRANSPORTATION FY19Q4 AT-A-GLANCE

1,580

Traffic Signal Repairs

546

Local Street Lights
Serviced and maintained

2,126

Potholes Filled

36

ADA Ramps Constructed by
Contract Forces

346

Bridge repairs

1,913

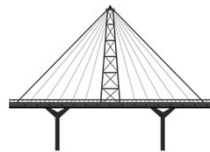
Street Signs installed

8,995

Linear Feet Curbing Installed
and/or Repaired by
In-House & Contract Forces

8,879

Linear Feet Sidewalks Repaired by
Contract Forces + In-House Forces





TRANSPORTATION SNAPSHOT



Key Accomplishments

- Reduced pothole backlog by 45%



Look Ahead

- Focus on eliminating our point repair backlog, currently at 346



Project Issues/Actions

- Difficulty procuring a resurfacing contractor



Financial Snapshot

DEPARTMENT	BUDGET	ACTUALS	% SPEND
Office of Transportation	\$45,187,672	\$47,610,253	105%



Metrics

DEPARTMENT	Percentage SLA Met	Number of Work orders	No. WO meeting SLA
Office of Transportation	74.80% ↑ 14.34%	4,810	3,598

57.41% Asphalt Street Repair ↑ 22.50%	92.79% Bridge Maintenance ↑ 2.63%	85.26% Signs Repair Replacement ↑ 1.15%
97.89% Street Lights ↑ 13.60%	74.12% Traffic Markings ↑ 30.78%	88.98% Traffic Signal Repair ↑ 9.47%
61.85% Traffic Study ↑ 18.51%	100.00% Weather Emergency ↑ 2.37%	30.26% Concrete/Sidewalk/ Curb Repair/ADA Ramp ↓ 13.91%

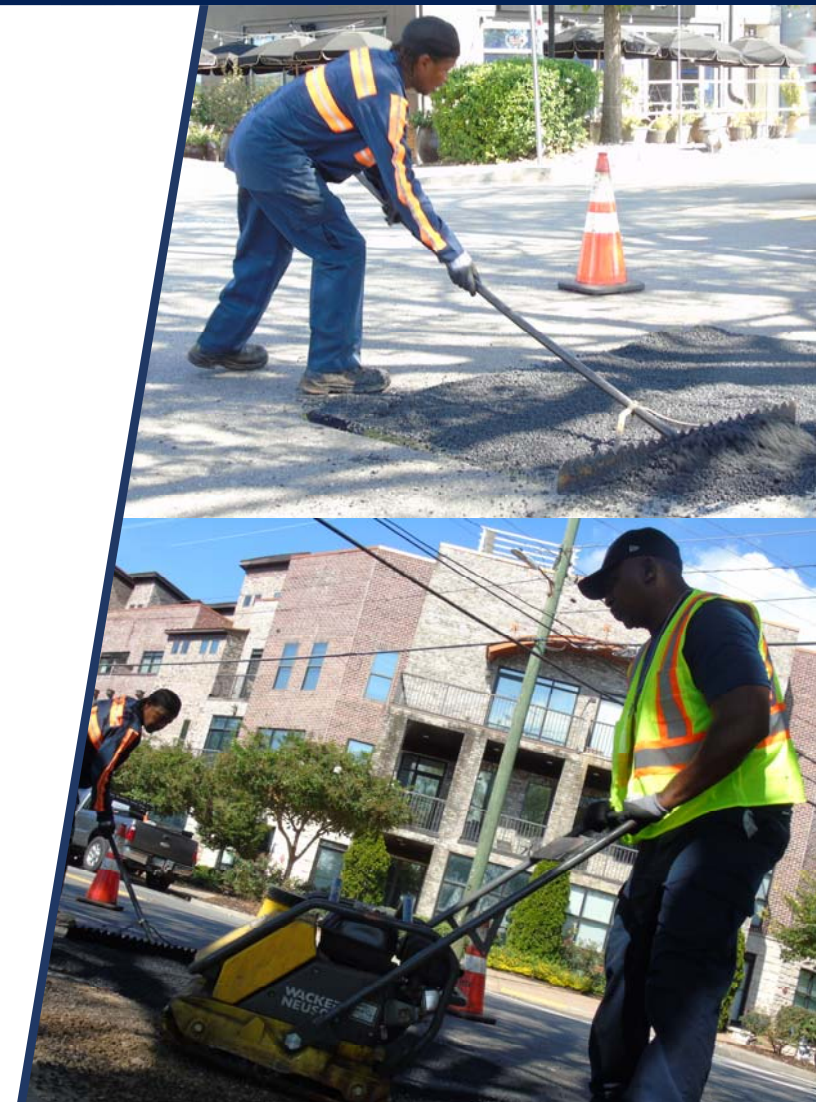


ROADWAY MAINTENANCE

During FY19Q4, 1,929 potholes were repaired, down from 2,435 in FY19Q3

- Mayor's Fix-it-ATL operations initiative launched October 9, 2018. 7,014 potholes repaired October 9, 2018 – June 30, 2019
- Crews have filled 6,044 potholes during Calendar Year 2019 (January 1-October 11, 2019)
- We have averaged 2,290.8 pothole repairs per quarter

DPW Potholes	2017	2018	2019	Difference 2017 vs. 2018	Difference 2018 vs. 2019	Percentage Increased or Decreased 2017 vs. 2018	Percentage Increased or Decreased 2018 vs. 2019
January	191	203	1,136	12	933	6.3%	459.6%
February	275	518	806	243	288	88.4%	55.6%
March	312	601	494	289	107	92.6%	-17.8%
April	143	570	531	427	39	298.6%	-6.8%
May	289	1,057	791	768	266	265.7%	-25.2%
June	299	2,553	607	2,254	1,946	753.8%	-76.2%
July	339	3,436	859	3,097	2,577	913.6%	-75.0%
August	187	1,989	171	1,802	1,818	963.6%	-91.4%
September	122	2,148		2,026	2,148	1660.7%	
October	235	2,099		1,864	2,099	793.2%	
November	17	955		938	955	5517.6%	
December	0	183		183	183	--	
Total	2,409	16,312	5,395	13,903	10,917	577.1%	-66.9%
Running Total	2,409			18,721	24,116		
Average per Month	200.75			1359.33	674.38		





SIDEWALK MAINTENANCE REPAIRS VIA CONTRACT AND IN-HOUSE FORCES

Requests for sidewalk repairs are complaint-based, with requests typically generated in the following manner:

- ATL311 – Approximately 60%
- Council Offices – Approximately 20%
- Advocacy Groups for Persons with Mobility Disabilities – Approximately 10%
- City of Atlanta Office of Mobility Planning – Approximately 5%
- Various City of Atlanta Departments and/or offices – Approximately 5%

Contract Forces

- Sidewalk Repairs: 7,365 linear feet
- Curbing Installed and/or Repaired: 7,765 linear feet
- ADA Ramp Repairs: Estimated 34 ramps

In-House Forces

- Sidewalk Repairs: Estimated 1,514 linear feet
(66 work orders completed)
- ADA Ramp Repairs: Estimated 11 ramps

Pictured Right:

Brick Paver Sidewalk Repair

Location:

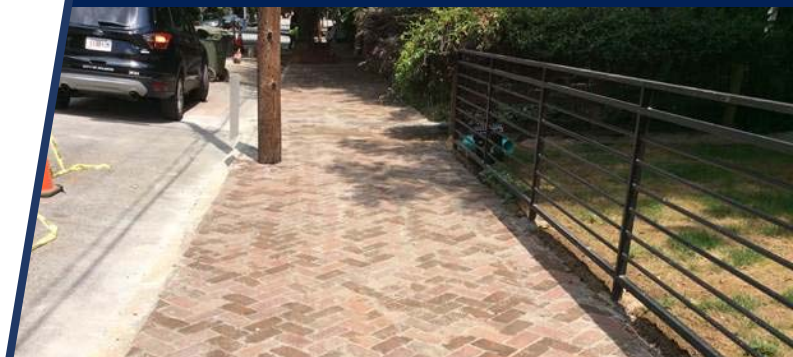
300 Block of Milledge Avenue, SE



BEFORE



DURING



AFTER



METAL PLATES

Metal Plate Tracking Report by Council District

Council District	# of Metal Plates	# of Overdue Plates
1	7	0
2	43	7
3	18	1
4	15	3
5	28	0
6	12	7
7	4	3
8	11	3
9	12	1
10	2	1
11	0	0
12	1	0
Total	153	26





LOCAL MAINTENANCE & IMPROVEMENT GRANT (LMIG)

LMIG work completed to date

Council District	Project #	Street	Quad	Beginning	Ending
2	LMIG2018-018	Atlantis Avenue	NE	Elizabeth Street	East End
3	LMIG2018-047	Booker Washington Drive	NW	Joseph E. Lowery Blvd.	Spencer Street
5	LMIG2018-011	Lowry Street	NE	La France Street	South End
5	LMIG2018-012	Saunders Street	NE	Hosea L. Williams Drive	Hallman Street
6	LMIG2018-027b	Uppergate Drive	NE	Clifton Road	Ridgewood Drive
6	LMIG2018-027	Briarcliff Terrace	NE	Briarcliff Place	Rosedale Drive
6	LMIG2018-021	Briarcliff Court	NE	Briarcliff Terrace	Briarcliff Terrace
6	LMIG2018-025	Sheridan Road	NE	Cheshire Bridge Road	City Limits
6	LMIG2018-024	Hampton Way	NE	Lenox Road	Arlington Avenue
6	LMIG2018-023	11 th Street	NE	Piedmont Avenue	East End
8	LMIG2018-034	West Peachtree	NW	Peachtree Battle Avenue	Cul-de-Sac
9	LMIG2018-044	Allegro Drive	NW	West Peek Road	Crescendo Drive
9	LMIG2018-042	Rutherford Street	NW	Paul Avenue	Forrest Place



Goal: Review and Implement recommendations from 2017 Atlanta Department of Transportation Feasibility Study (17-R-3003).

- Delivery of final strategic plan document is expected in the Fall 2019.
- Mayor's Office initiated recruitment and published job description for ADOT Commissioner.
- Public engagement conducted at Atlanta Streets Alive on Sunday, June 9th.
- Employee Town Halls and Surveys conducted in April and June.
- Potential Logos drafted and voted on by the public and current employees from impacted departments.





ATLPLUS PARKING SNAPSHOT

★ Project Description

The Office of Transportation Parking Services Team is responsible for overseeing the City's metered on-street parking system, residential permit parking, valet permit parking and permitting of public parking lots and garages. They also manage the parking contractor.

🏆 Key Accomplishments

- On-street system usage increased 27.62%
- ATL Plus issued 120 Bike Lane Violations

🔭 Look Ahead

- ePermitting – is target to be online by Fall 2019
- Continue Install Modern Signage for On-Street Parking

↕️ Project Issues/Actions

Issue: Identified increased graffiti on meters and parking signage.

Action: Launched additional efforts to clear graffiti and stickers from all meters and signage through routine maintenance. Exploring opportunities to wrap meters in artwork to help prevent additional graffiti.

📷 Performance Snapshot

DEPARTMENT	Q4 Revenue	Meter Transactions	Mobile Transactions
Office of Transportation	\$1.750M	415,022	254,837

📷 Parking Services Snapshot

DEPARTMENT	Q4 Permit Revenue Collected	Number of Work issued	Compliance Rate (%)
Parking Services	\$68,413	532	95%

Residential Parking Permits	Park-for-Hire Permits	Temp-for-Hire Permits	Valet Parking
\$8,440 376 N/A	\$47,113 111 94%	\$1,175 44 94%	\$11,685 1 95%

KEY PROJECT MILESTONES

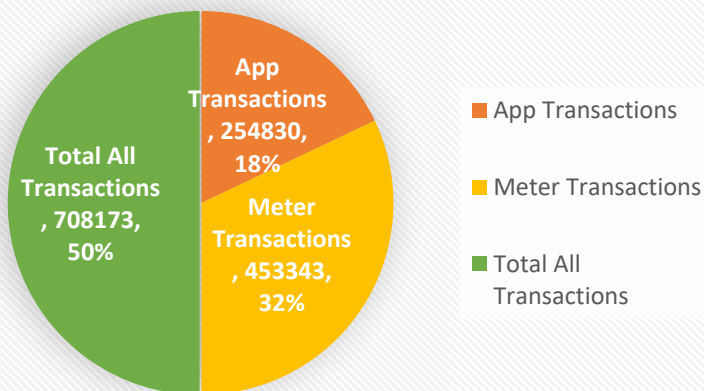
The system expansion and program improvements resulted in recouping \$80,000 monthly and \$960,000 annually.



TRANSPORTATION – PARKING SERVICES



Q4 Transactions



Parking Services Snapshot

FUTURE TECHNOLOGY ENHANCEMENTS

- Multiple Mobile Applications for Customers to Use
- Online Residential Parking Permitting Platform



SYSTEM IMPROVEMENTS

- John Wesley Dobbs Installation Complete
- Accommodated an additional 205,292 users
- No maintenance penalties assessed

ADMIN REVIEW

- 1974 Citations were Reviewed
- The ICR Platform System saved customers a total of \$69,090
- Dismissals decreased 16.4 % from last quarter. Due to the updated ICR Platform System.

MOBILE APP USAGE

- 314.1% Increase in Mobile Adoption (YoY)
- 36.4% of all Q4 Transactions
- Generated an additional 49,709 transactions

SYSTEM REVENUE

- Full Guaranteed Payment
- Achieved Revenue Threshold
- Compliance over Citations



DEPARTMENT OF PUBLIC WORKS

Capital Projects





CAPITAL PROJECTS AT-A-GLANCE – FY19Q4

1

Signal Project

12

Bicycle & Pedestrian
Projects

1

Bridge Replacement
Projects

8

Multimodal Projects

10

Streetscape Projects

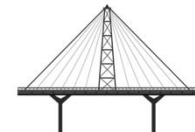
\$34.01M

GDOT/FHWA Funding

\$32.42M

FTA Funding

The Capital Project Division of the DPW Office of Transportation has purview of major transportation projects which include state, federal and MARTA funding. The Capital Projects team current **\$154.35M** five-year plan includes **32 projects**.





CAPITAL PROJECTS SNAPSHOT



Key Accomplishments

- Construction bids for Glenwood/Moreland were sent to GDOT on June 27, 2019 for review and approval.
- Completed design and awarded construction contracts for Anderson Avenue and Campbellton Road sidewalks.
- Awarded construction contract for Memorial Drive sidewalks between Wyman



Look Ahead

- Construction for Glenwood Moreland is expected to start early 2020 (pending GDOT Approval).
- Construction for MLK Jr. Drive between Northside Drive to Ollie Street is expected to be completed January 2020
- Construction for MLK Jr. Drive between Ollie Street to Fulton Industrial is expected to be completed November 2020
- Construction for the Spring Street Bridge is expected to be completed January 2020



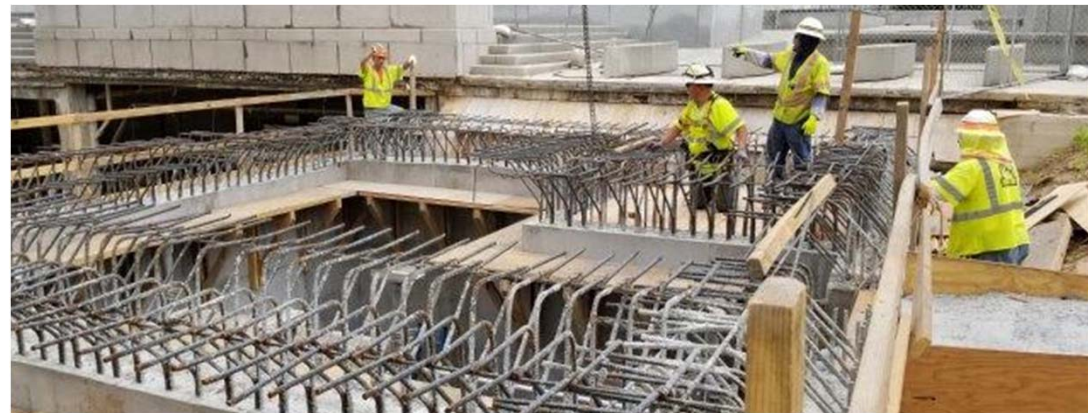
Cost Details

\$154.35 Program Budget	\$141.32M Commitments	\$12.67M Funding Gap
\$15.31M Spent To date	3 Closed projects	\$62.23M Under construction



Contract Snapshot

23 Contracts Awarded	32 Active Projects
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NORTHSIDE DRIVE PEDESTRIAN BRIDGE



- Construction of the North Side Drive Pedestrian Bridge is complete and was accepted into the city's inventory the week of April 25, 2019.
- This project involves pedestrian and bicycle upgrades to improve multi-modal connectivity from the Vine City neighborhood to the downtown area. This bridge provides a safe crossing over North Side Drive, a multi-lane state route that connects to the rest of the downtown area.
- Bridge has been in-use since November 30, 2018, when COA had Substantial Completion.
- A camera was installed intermittently to count pedestrian usage.
- On March 10, 2019, we recorded the largest number of users: 11,821 people.
- DPW has selected a vendor to install a permanent Traffic Counter mechanism.
- Electrical wiring (BBH) installation will start the week of October 21, 2019
- Anticipated completion of pedestrian counter installation is two weeks from the electrical conduit placement.



MLK CORRIDOR UPDATES

- **From Northside Drive to Ollie Street is approximately 61% complete.**
 - 2,700 LF of Sidewalk and Brick Pavers
 - 2,900 LF of Protected Bike Lane
 - 38 Pedestrian and Street Lights
 - 17 ADA Ramps Installed
- **From Ollie Street to Fulton Industrial Boulevard is approximately 38% complete.**
 - 11 Medians Installed
 - 2,200 LF of Sidewalk and Brick Pavers
 - 1.2 Miles of Resurfacing
 - 14 ADA Ramps Installed
- **Completion for the entire corridor is anticipated for November 2020!**





DEPARTMENT OF PUBLIC WORKS

Solid Waste Services





SOLID WASTE SERVICES FY19Q4 AT-A-GLANCE

30,520

Tons of Household Waste
And Debris Collected

5,365

Tons of Yard Trimmings
Collected

4,598

Tons of Recycling Collected

4,025

Miles Swept

696

Illegal Dump Sites
Cleared

6,915

Illegal Signs Removed

65

Miles of Grass Cut

9,000

Tires Removed

98,224

Single Family/Condo/
Townhomes Serviced Weekly

292

Dead Animals Removed

3,644

Bins Delivered
(Recycling & Herbies)

415

Citations Issued for Top Violations

\$30,856

Collected in Fines





SOLID WASTE SERVICES SNAPSHOT



Key Accomplishments

- Route Optimization
- Equipment Replacement Plan
- Technology Enhancement - Rubicon
- Performance Management - Dashboard Analysis



Look Ahead

- Cross-Train Labor and CDL Drivers
- Enhanced Service Implementation
 - Staffing Increase
 - Equipment Order



Project Issues/Actions

Route Optimization Plan

- Currently training drivers for the deployment of side loaders

Aging Fleet

- Purchase new equipment using rate increase

High Turnover

- Hiring Blitzes Twice Monthly



Financial Snapshot

DEPARTMENT	BUDGET	ACTUALS	% SPEND
Solid Waste Services	\$42,740,530	\$53,164,439	124%
DEPARTMENT	Percentage SLA Met	Number of Work orders	No. WO meeting SLA
Solid Waste Services	84.84% ↑ 14.80%	12,497	10,603



Metrics

70.03% ↑ 22.05% Bin Replacement	100.00% ↑ 1.05% Dead Animal Removal
99.71% ↑ 9.65% Illegal Dumping	88.21% ↓ -2.99% Missed Collections
97.78% ↑ 7.74% New Backyard Services	95.59 ↑ 20.82% Public ROW Cleanliness



SHAREABLE DOCKLESS MOBILITY DEVICES (SCOOTERS)

April 1-June 30, 2019: 2,094 Shareable Dockless Mobility Devices were impounded.

COMPANY	TOTAL IMPOUNDED	TOTAL RELEASED
BOLT SCOOTER	39	39
BIRD SCOOTER	804	804
GOTCHA SCOOTER	8	8
LIME SCOOTER	377	377
LYFT SCOOTER	434	434
UBER/JUMP SCOOTER	418	418
WHEELS SCOOTER	14	14
TOTAL	2,094	2,094

- Approximately 50 scooters are impounded daily
- 2,094 scooters were impounded during FY19Q4
- As of September 30, DPW impounded 6,947 scooters.





DEPARTMENT OF PUBLIC WORKS

Office of Fleet Services





FLEET SERVICES FY19Q4 AT-A-GLANCE

5,816

Vehicles and Equipment
Maintained and Serviced

5,911

Service Repairs Completed

96%

City-wide Vehicle Availability

\$165,896

Revenue from Vehicle/Equipment
Auction Sales

1,955

Preventative Maintenance
Services Completed

794,467

Total Gallons
of Fuel Dispensed

322

Total Vehicle Emissions Completed

23,826

Total Direct Labor Hours Completed

\$8,489,420

City-wide Fleet Vehicles Purchased





FLEET SERVICES SNAPSHOT



Key Accomplishments

- Repair Parts Consignment Implementation
- FY18 General Fund Vehicle and Equipment Purchases
- FY20 Department's Vehicle/Equipment Replacement



Look Ahead

- City-wide Refueling System Upgrade
- Turn-key Vehicle/Equipment Auction
- City-wide Truck and Car Wash



Project Issues/Actions

These projects will enhance operational readiness and city support and will also reduce upfront cost to the city with purchased inventory.



Quarterly Financial Snapshot

DEPARTMENT	BUDGET	ACTUALS	% SPEND
Office of Fleet Services	\$30,248,040	\$31,981,033	106%





FLEET SERVICES

Citywide Preventive Maintenance (PM) and Emissions Compliance

City Wide PM Compliance	Percentage (%)
FY19 Q1	95%
FY19 Q2	94%
FY19 Q3	95%
FY19 Q4	96%

City Wide Emissions Compliance	Percentage (%)
FY19 Q1	94%
FY19 Q2	95%
FY19 Q3	95%
FY19 Q4	98%

*****PM and Emissions Compliance (Target Goal 97%)***





DEPARTMENT OF PUBLIC WORKS

Safety Division





SAFETY FY19Q4 AT-A-GLANCE

PERFORMANCE METRICS INITIATIVES: SAFETY TRAININGS FY19Q4

6,079

New Hire & CDL Employee
Training Hours

30

Safe Drivers Recognition Awards

211

DriveCam Employee & Coaches
Training Hours

629

Coached DriveCam Events

326

Of Available Training Seats Filled

6,290

Hours of Training Conducted





SAFETY - PERFORMANCE METRICS

Total Events

109

Total Events	P	NP	Total
Q3FY19	27	54	81
Q4FY19	28	81	109
Total	56	135	191

Total Injuries



39

Injuries	P	NP	Total
Total	3	36	39

Total Accidents



50

Accidents	P	NP	Total
Total	23	27	50

Total Incidents



20

Incidents	P	NP	Total
Total	2	18	20

P- Preventable
NP- Non-preventable



DEPARTMENT OF PUBLIC WORKS

Emergency Preparedness





2019-2020 Winter Weather Season

- Winter Weather Work Group Planning Meetings- (4/25 and 5/23)
- Schedule and coordinate training activities for the DPW Winter Weather Conference



Internal Coordination

- Continuity of Operations Planning
- Gather feedback from work group on COOP draft
- Make final revisions to COOP draft before conducting internal Tabletop



Training and Exercises

- Chainsaw Training- OOT and SWS (6/18)
- APD Fortification Training with SWS (6/27)



DEPARTMENT OF PUBLIC WORKS

Community Outreach





Outreach Efforts and Accomplishments: April – June 2019

- Participated in 41 NPU meetings and 8 Neighborhood/Community Events
- Participated in the Mayor's R.E.V.I.V.E.: A Renewed Effort and Vision to Invest in Vendor Education Expo at the Georgia World Congress Center
- Participated in the "Aging Well Expo" senior event @ Georgia State Stadium, hosted by Constituent Services
- Coordinated with MARTA to set up DPW information tables at one station (Hamilton E. Holmes)
- Utilized Recollect, Peach Portal and ATL 311 app workshops, resulting in 150 new users for DPW web applications
 - Camp Best Friends Prime Time Seniors at James Orange and C.A. Scott
- Implemented Senior Walk Along – taking smaller groups of senior citizens to locations of concern within their communities and walk them through the 311 Request process on the app.
 - Collier Heights / Jolly Bunch – Walk Along with Seniors
- Participated in Councilmember Boone's "Fight the Blight" event
- Participated in Councilmember Sheperd's "Movie in the Park" event
- Presented at Area West Senior Tea – Peach Portal tutorial as well as S.W.E.E.T. Officers presentation to constituents on Bulk Pick Up Changes





DEPARTMENT OF PUBLIC WORKS

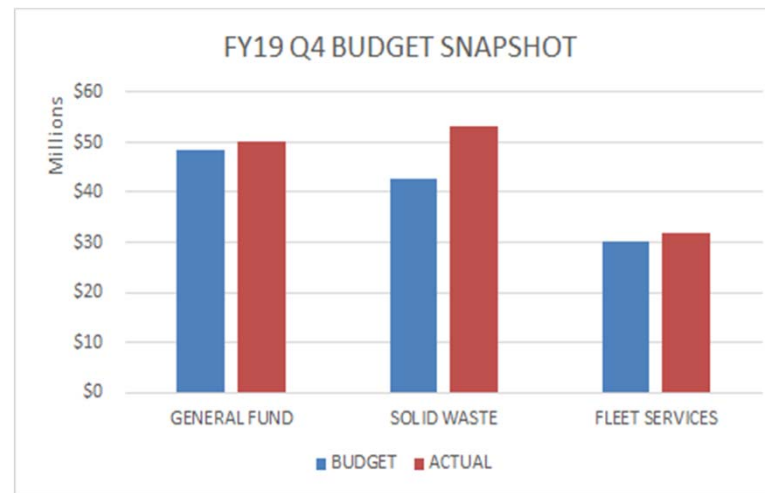
Fiscal Management





FY19 BUDGET SNAPSHOT

DEPARTMENT	BUDGET	ACTUALS	% OF SPEND
GENERAL FUND	\$48,371,098	\$50,064,206	104%
SOLID WASTE	\$42,740,530	\$53,164,439	124%
FLEET SERVICES	\$30,248,040	\$31,981,033	106%
TOTAL	\$121,359,668	\$135,209,678	111%





DEPARTMENT OF PUBLIC WORKS

Human Resources





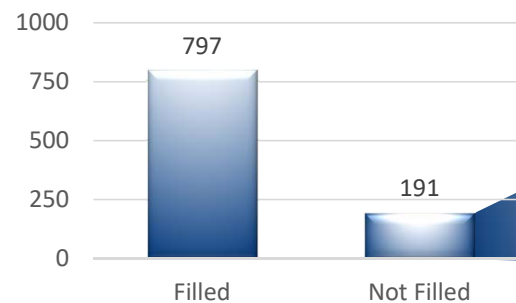
Staffing Scorecard: Department of Public Works

Total Positions	*Positions Filled	Positions Not Filled	Percentage Filled	*Vacancy Rate %	*In Process %
988	797	191	81%	11%	8%

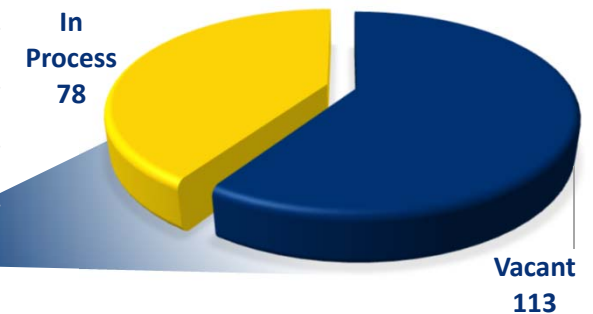
Overall % Filled by Department

DEPARTMENT	Filled	% Filled
Office of Commissioner	39	71%
Solid Waste Services	375	81%
Transportation	246	82%
Fleet Services	137	80%

Authorized Positions = 988



Vacant Breakdown = 191



Vacancy Control

- Continued Hiring Blitz events scheduled for Solid Waste & Transportation
- Same day pre-employment physical/drug screening after hiring blitz selection
- Conduct on-going touchpoint meetings between hiring managers and HR recruitment lead

*Vacancy rate = # of vacant positions/total DPW positions

*Vacant positions – no candidate recommended, but actively recruiting

*Filled positions – candidate is fully on boarded and working in the position

*In Process – candidate recommended and currently in the background investigation or pre-employment physical/drug screen

Key Initiatives

- Focus on turnover reduction and retention in key positions (SWS Drivers)
- Performance Management closeout for FY19 and FY20 goal setting
- Partnering with Commissioner Jackson and DPW Leadership to resolve concerns with compensation structure and other key workplace improvements



CITY OF ATLANTA
DEPARTMENT OF PUBLIC WORKS

Thank You

